

5-2002

ACUTA eNews May 2002, Vol 31, No. 5

Follow this and additional works at: <http://digitalcommons.unl.edu/acutanews>



Part of the [Higher Education Commons](#), and the [Operations Research, Systems Engineering and Industrial Engineering Commons](#)

"ACUTA eNews May 2002, Vol 31, No. 5" (2002). *ACUTA Newsletters*. 152.
<http://digitalcommons.unl.edu/acutanews/152>

This Article is brought to you for free and open access by the ACUTA: Association for College and University Technology Advancement at DigitalCommons@University of Nebraska - Lincoln. It has been accepted for inclusion in ACUTA Newsletters by an authorized administrator of DigitalCommons@University of Nebraska - Lincoln.



The Association for Telecommunications Professionals in Higher Education

NEWS

Addressing
Voice, Data, and Video
Communications Needs
for Higher Education

May, 2002

ACUTA Ruth A. Michalecki Leadership Awards

The Awards Committee is accepting nominations for the ACUTA Ruth A. Michalecki Leadership Awards, a program to recognize outstanding leadership among our members. Focusing on leadership is an acknowledgement of the fact that leadership skills are increasingly vital to the telecom professional.

The person (or persons) selected:

- Actively participates in and promotes the education, professional development, and mentoring of other professionals
- Has demonstrated innovation in the establishing, changing, or otherwise materially affecting the existing practices,

usage, and/or concepts applied to the telecommunications profession within higher education, i.e. identifying and advancing telecommunications and/or information technology directions for the benefit of higher education

- Has engaged in activities that have produced firm and formal results directly benefitting the ACUTA organization and/or the broader higher education community.

"This year, with the Leadership Awards being named in honor of Ruth Michalecki," said Anthony Tanzi, Chair of the Awards Committee, "the committee will focus on applicants who demonstrate the same

commitment to the high standards of professionalism and vision that she exemplified."

The Leadership Award(s) will be presented at the awards luncheon at the annual conference.

If you would like to nominate someone whom you feel meets the criteria, complete the nomination form online at www.acuta.org/forms/la.cfm or contact Lisa Cheshire at 859/278-3338 for a fax version.

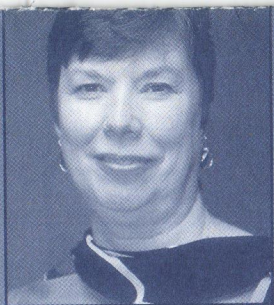
Deadline for nominations is May 10. Nominees must be ACUTA institutional members, associate members, or corporate affiliates.

ACUTA Newsletter Goes Online

If you are reading this newsletter in its familiar printed and mailed version, this is

In these days of looking for cost reductions, the \$17,000 a year it costs ACUTA

screen or print it off on your local printer. It will be a handsome version



From the President

Maureen Trimm
Stanford University

Maureen D. Trimm

time to say farewell. Well, not "farewell" so much as "welcome" to the new world of newsletter publishing. As of the June 2002 edition of the *ACUTA News*, ACUTA will be fully joining the world of electronic publishing.

The *ACUTA News* has been a feature of the ACUTA Web site for several years now. The full edition of each newsletter has been published on the Web at the same time that it went to the printers. Many ACUTA members have chosen to read this online version, either first or as a supplement to the printed version which came in the mail some weeks after written and printed.

While those of us on the "left" coast will say really nice things about living out West, the delay in getting even first-class mail from the East is not among them. And, for items like the ACUTA newsletter, which is mailed as printed matter bulk mail, well, "news" is hardly what it is by the time it arrives on our desks. I rarely get my printed copy of the ACUTA newsletter before the month of its edition is over.

Timeliness in delivery is a good reason to move to an electronic format, but so is cost.

to print and mail newsletters to its membership is an obvious target for cost savings.

The ACUTA Publications Committee, along with Pat Scott, ACUTA Communications Manager, has spent many months investigating alternatives to a printed newsletter. Surveys of member opinion and reading habits, reviews of online newsletters from other associations, analysis of format and notices about electronic editions have all been studied. The Committee has recommended to the ACUTA Board that substituting electronic format for printed format is an appropriate step to take in this millennium.

And so, your next edition of the *ACUTA News* will come to you electronically. You will receive an e-mail message letting you know that the latest edition of the News is fully available at the ACUTA Web site. This e-mail message will contain the full text of the articles for those who want to read it right away. For those who prefer to print a more traditional version, the e-mail will contain a link to the PDF formatted online version. The PDF version will be designed so that you can either read it on the

that you can be proud to pass along to your staff, post on a bulletin board, or even hand to your President.

This latest change for the *ACUTA News* is the logical progression in its history, which began when Luther Robb typed up the first one-page edition, dated April 3, 1972. Content has changed over the years as late-breaking news and important association-related news has pretty much been moved over to e-mail and the ACUTA listserve. As Pat Scott says, "The newsletter still brings important information to our members, but one of its primary functions seems to me to be as a unifying vehicle. Once a month, everyone sees what's going on with ACUTA. In a sense, it kind of brings us together even though we're apart."

And so, reaching out to keep in touch every month will be done over the technology which we ACUTA members provide to our campuses. There is a symmetry to that which is very satisfying. And ACUTA continues to grow, change, and meet today's needs as it has for the past 30 years.

Route to:

- ☐ _____
- ☐ _____
- ☐ _____
- ☐ _____
- ☐ _____

The Association for Telecommunications
Professionals in Higher Education
152 W. Zandale Dr., Ste. 200
Lexington KY 40503-2486

859/278-3338
www.acuta.org

NONPROFIT ORG.
U.S. POSTAGE
PAID
LEXINGTON KY
PERMIT NO. 481

ACUTA EVENTS

31st Annual Conference

July 14-18, 2002

Reno/Lake Tahoe, NV

John Ascuaga's Nugget Hotel

Fall Seminars

October 20-23, 2002

Denver, CO

Marriott City Center

Winter Seminars

January 12-15, 2003

Tempe, AZ

Wyndham Butte Resort

New at Reno Conference Exhibition: Wireless Pavilion

Kevin Adkins

ACUTA Mgr., Corp. Relations & Marketing

I'm sure you've all been wondering what will be the highlight of the Exhibition at this year's Annual Conference. Wonder no more—we are proud to announce the Wireless Pavilion.

The Wireless Pavilion will be a dedicated section of the hall where the air will be thick with flying bits and bytes from close to a dozen different vendors of wireless equipment and services for voice, data, and video. Check the online exhibit floor plan at ACUTA.org as participating vendors are added. They're all grouped together to save you steps, make easier comparisons, and perhaps even see how they interact or work together.

The Pavilion will have its own special opening at 1:00 p.m. on Sunday in advance of the general exhibition, and will feature product presentations in an adjoining meeting room throughout the afternoon. Pre-registered attendees will receive advance notification of participating companies and presentation times.

This special Pavilion time will provide an excellent supplement for those attending the Sunday morning preconference seminar on Wireless Technologies and Tools. All conference attendees are welcome and encouraged to visit the Pavilion and take advantage of this uniquely focused opportunity to evaluate and compare numerous wireless technologies.



31st Annual Conference

July 14-18, 2002

Reno/Lake Tahoe, NV

Wireless service is a growth area on campuses nationwide, and ACUTA is excited to provide this Pavilion exhibit section as part of our efforts to keep you current with the changing technology environment. It's only two months until the conference. Make plans now to join us July 14-18 in Reno/Tahoe, and spend some time before the general exhibition in the new Wireless Pavilion.

ACUTA LEGISLATIVE & REGULATORY AFFAIRS COMMITTEE

Whitney L. Johnson

D C Update

Cities Becoming LECs?

Early this year Bristol, a rural community in western Virginia, applied to the State Corporation Commission (SCC) for authority to operate as a local exchange carrier. On April 5 the city requested that the SCC dismiss the request. On the same day the governor of Virginia signed SB245 which allows "municipalities to provide telecom services after acquiring a certificate from the SCC." Bristol was expected

rulemaking in February parties were asked to comment on steps that could be taken to ensure that carriers recover the cost of their contributions fairly, accurately, and equitably from their customers. Comments were due April 12 and replies are due April 29. (TR 4/1)

There is also an FCC request for comments on proposed changes to the USF mechanism. In this case they asked whether schools and libraries should have to attest

forecast to grow 46.6 percent in 2002, 20.7 percent in 2003, 18.3 percent in 2004, and 13.5 percent in 2005. They expect that \$13.8 billion will be spent for this service by 2005. (TR 3/25)

A *Telecommunications Reports* survey indicates that the CLECs are continuing to grow. The access line growth in the fourth quarter of 2001 was 6.6 percent. The 23 CLECs included in the survey had an ac-

ACUTA members may read about the latest developments in telecommunications- and Internet-related issues in the most recent **Legislative and Regulatory Update**, an electronic newsletter pre-

pared monthly by Wiley, Rein & Fielding. Members may also access archived copies of back issues of this document at www.acuta.org/legislation/index.cfm.

ACUTA NEWS, Vol. 31, No. 5

BOARD OF DIRECTORS

President Maureen Trimm, Stanford Univ.
President-Elect Jeanne Jansenius, Univ. of the South
Sec./Treas. John Bradley, Rensselaer Polytechnic Institute
Immed. Past President Anthony Tanzi, RCDD, Brown Univ.
Directors-at-Large Dave Barta, Univ. of Oregon;
Bill Brichta, DeSales University; Tammy Closs, Georgetown
Univ.; Walter Czerniak, No. Illinois Univ.; Steve Harward,
Univ. of No. Carolina, Chapel Hill

COMMITTEE CHAIRS

Legislative/Regulatory Randal Hayes, Univ. of No. Iowa
Membership Frank Ferrara, Princeton Univ.
Program/Educ. Carmine Piscopo, RCDD, Providence College
Publications James S. Cross PhD, Mich. Tech. Univ.
Vendor Liaison Corinne Hoch, Columbia Univ.

STAFF

Executive Director Jeri A. Semer, CAE
Accounting Asst. Lori Dodson
Admin. Asst./Marketing Coordinator Amy Burton
Business Manager Eleanor Smith
Communications Manager Pat Scott
Communications Assistant Megan Statom
Computer Services Manager Aaron Fuehrer
Manager, Corp. Relations/Marketing L. Kevin Adkins, RCDD
Manager of Professional Development Donna Hall
Meetings Manager Lisa Cheshire, CMP
Membership Development Manager Kellie Bowman

The opinions expressed in this publication are those of the writers and are not necessarily the opinions of their institution or company. ACUTA as an association does not express an opinion or endorse products or services. *ACUTA News* is published 12 times per year by the Association for Telecommunications Professionals in Higher Education, a nonprofit association. Subscriptions: \$45 per year, \$4 per issue. Send material for *ACUTA News* to Pat Scott, ACUTA, 152 W. Zandale Dr., Ste. 200, Lexington, KY 40503-2486; ph. 859/278-3338; fax 859/278-3268; e-mail pconfig@acuta.org. Copyright ©2002 ACUTA. Visit our Web site: <http://www.acuta.org>

to file a second application after the law was signed. (*Telecommunications Reports* (TR) 4/8/02)

FTC and Internet Fraud

The FTC is cooperating with law enforcement agencies in at least six western states and two western Canadian provinces (Alaska, Idaho, Montana, Oregon, Washington, and Wyoming; Alberta and British Columbia) in prosecuting cases of Internet fraud and deceptive unsolicited commercial e-mail, also known as "spam." At a news conference in Seattle on April 5 they unveiled the first effort of the FTC with partners like this anywhere in the country.

The initiative targets scams that play on the fears of consumers, particularly claims of miracle cures for cancer or other potentially fatal diseases. The FTC is already seeking a permanent injunction against one company. (TR 4/8)

Universal Service Fund

Federal e-rate funds for the fourth year of this program amount to slightly more than \$2.255 billion according to a report from the schools and library division (SLD) of the USF Administrative Co. "The SLD funded requests for discounts on internal connections for schools and libraries whose demographic status—poverty and rural location—entitled them to discounts of 86 percent or more." Requests were denied from applicants in less rural and more prosperous areas that were not entitled to discounts as high as 86 percent in the FCC-established matrix. (TR 4/1)

The FCC also has a proposal under consideration to establish a flat-rate method for calculating the amount that the carriers have to pay into the USF. At a

schools and libraries should have to attest to their compliance with the Americans with Disabilities Act before receiving discounts on telecom and Internet services and internal connections, and whether members of remote communities should be allowed to use services purchased with e-rate support for noneducational purposes when the schools or libraries aren't using them. Comments were due April 5 and replies are due May 6. (TR 4/1)

Growth in Telecom

Telecommunications Industry Association (TIA) has published its 2002 Telecommunications Market Review and Forecast. The report indicates that in spite of the market decline and the 9/11 disaster the telecom industry as a whole and most telecom services have continued to grow. Broadband is expected to be an important part of the future growth. The report indicates that spending on telecom equipment and services went up 7.2 percent from 2000 to 2001 and is expected to go up 7.6 percent into 2002 and about 10.0 percent in 2005. Other areas of growth noted were in transport services where spending went up 6.5 percent and local exchange services revenues went up 6.8 percent in 2001.

The report notes that the revenue growth in the local exchange service area will continue but at a lower rate; 6.7 percent in 2002 and 2003, 6.1 percent in 2004, and 6.0 percent in 2005. Spending on toll service took a drop of 2.9 percent in 2001 and is not expected to grow as fast as local exchange service during the next few years.

Broadband is getting into the growth plan for the industry. Broadband Internet access service grew 78.7 percent in 2001 and is

access line count of about 10.7 million at the end of 2001, up from about 10.0 million lines three months earlier. (TR 4/8)

Cable Modem Service

The FCC announced in a declaratory ruling and notice released March 15 that cable modem service should be classified as "information service." One of the major concerns seems to be its examination of if and when it should preempt state and local actions that it sees as barriers to the deployment of broadband service. "The FCC considers cable modem service to be 'interstate 'information' service, not 'cable services' or 'telecommunication services.'" (TR 3/25)

By the end of March Verizon Communications, Inc., filed a court challenge as to whether cable modem service should be classified as information service since this creates a "differential treatment of equivalent services provided by cable companies and telephone companies."

Several other parties are jointly asking the Court of Appeals to review the FCC ruling. The companies involved maintain that the FCC ruling exempts cable modem service from numerous regulatory requirements and burdens that apply to functionally equivalent high-speed Internet access service offered by telephone companies and other affiliated ISPs. (TR 4/1)

A week later TR (4/8) included an article entitled "Ninth Circuit Court Gets FCC Cable Modem Case." The Ninth Circuit Court of Appeals is in San Francisco and has already had at least one case involving cable modem service. This was two years ago and involved a Portland, Oregon cable franchise ordinance. (TR 4/8)

What Do You Need to Get Into the Cable Business?

By Ron Walczak, RCDD

Walczak Technology Consultants, Inc.

A recent listserv inquiry about options for replacing traditional cable TV services prompted me to throw out some issues to be considered. I have expanded on the list and added our recommendations for your consideration.

What do you need to get into the cable business?

The most noticeable change will be the need for space and potentially, physical plant improvements. Our work with colleges and universities has demonstrated time and time again that physical space allocation is one of the most sensitive battles fought on-campus. No one needs less space.

You will need to start with an environmentally controlled room (air, power, security) for the head end. The receivers (one per channel) are about the size of a VCR and sit in racks. Figure 8-10 channels per rack. Lots of channels = lots of racks. A dedicated space of 12' x 12' is typical. If you are fortunate enough to have room in your data center or PBX room you are ahead of the game.

Antenna locations: The dishes and any required local VHF/UHF antennae need to be mounted somewhere acceptable and some dishes have electric heaters (AC Power). Many of the UHF/VHF channels are now available via the satellite dish, so very few off-air antennas are needed, if any. Some are starting to use a 1.2 meter dish with a slick coating that prevents ice/snow buildup.

There is a heater available for those campuses located in the harshest areas of the Northeast or Mid-West. We have seen severe weather with rapid snow fall or ice storm exceed the dish heater's ability to prevent loss of signal. The heater will eventually recover, but of course during storms, the students are inside trying to watch TV. Any loss of service due to excessive and rapid snow fall is temporary and will subside as the snow fall diminishes. Please note that

Are you going to create your own channels (like the community service scrolling info channel)? You need equipment and training to do this. Most vendors will sell and install this equipment and training should be included.

Now you are in the cable business, but how involved in the daily operation is entirely up to you and your choice of vendors.

How do you charge for services? Some include the service in student room fees, others offer it as an optional service. Our experience has shown that if you can bundle it in the room fee, life is a lot less complicated.

How do you turn accounts on/off? (Don't laugh, this can be an expensive set of alternatives), installing the types of electronic on/off capabilities used by cable companies can run you more than \$150 per subscriber. An alternative is a \$10 (roughly) manual trap to connect/disconnect in the wiring closets (technician time and wear and tear on CATV connections become cost factors). We recommend a bulk service to all outlets, always on and included in room fee. If you choose manual connect/disconnect, invest in good coax patch panels that are clearly marked to speed technician efforts. Actually, do that anyway.

How do you respond to outages? A preventative and emergency maintenance service agreement is typically included in the lease arrangement and is recommended for any purchase arrangement. Depending upon your location, 4-8 hour emergency response, and 24-hour non-emergency response are typical. If you have in-house expertise in CATV matters, you may want to negotiate custom terms.

How do you prevent cable theft? If it's a bulk service and all students are getting the same cable channels, there is

Board Report

April

The ACUTA Board of Directors met via conference call on Thursday, April 4, 2002. Following are highlights of that meeting.

There was a brief discussion of adopting a new tag line. There will be more discussion at the next Board meeting.

Dave Barta reported that planning for seminars and conferences is progressing well.

Secretary/Treasurer John Bradley reported that year-to-date expenses are on track. However, revenues are slightly behind the plan.

Bill Brichta stated that the Publications Committee is developing a recommendation to convert the newsletter to an electronic-only publication.

Tony Tanzi reported that the slate of candidates for the upcoming election is developing well.

In addition, several other reports from committee chairs were discussed.

Respectfully submitted,

John Bradley
Rensselaer Polytechnic Institute
ACUTA Secretary/Treasurer

Dues Invoices Mailed

Invoices for annual dues are mailed on May 1 each year to the person listed as the voting member for each school or the primary representative for corporate affiliates. For 2002-2003 there is no increase in dues. Contact

loss of service due to snow fall is a rare occurrence and will last only as long as the heavy snow fall.

Cable distribution (fiber/coax) from the head end to the buildings being served. Then within the buildings themselves. Cabling will probably be the biggest cost factor and the most vital detail of the system. Most vendors will attempt to utilize any existing cabling if feasible. Otherwise, all cabling is run underground in trenched conduit, fished through walls and ceilings, or concealed in molding. The cable distribution design and implementation is a long-term investment, and the installation of inside cabling is often scheduled around residential occupancy. Plan carefully with Residence Life involved. They will know when dorms are occupied or not, and will also provide escorts for the cabling contractors when working within buildings and rooms.

Channel selection: There are "packages" of channels available that have monthly recurring costs. Make sure you know what you want. Solicit input from your customers! Fortunately, changing subscriptions is a programming change so it's not disruptive to the service. When WWF wrestling moved to TNN (not in a client's original channel line up), they had to buy the 3-channel package which included TNN and two other channels. They pay the full programming fee for the package, but they only needed to purchase equipment for the channel they wanted.

Local channels need independent antennae if not available on the dish. Not everything is digital. The NOAAH local weather channel (with severe warning alerts, etc.) is analog and requires an 8'-10' dish. Good luck finding an aesthetically acceptable spot for that one! As a result, most campuses get their local weather on ABC, NBC, CBS, or FOX. If NOAAH is required, then vendors can either use an existing C-Band dish or roof/ground mount a new one. Foreign language channels from other satellites can be inserted into your own system as well. Again, you will be utilizing existing or new dishes that are approximately 3.7 meters in diameter.

no motive for theft. If you provide it as an option, you have to consider this issue. In our experience CATV is the single most requested service (Internet access will pass CATV when all students have PC's) and there is high motivation to have it in the room—legally or not.

Again, don't laugh, but who is going to go show students how to program their TV sets? Students should be given a pamphlet on the first day of move-in that instructs them on how to tune their TV sets to receive the service. It should even instruct them on how to configure the service through a VCR. If they still have trouble, there should be a number to call on campus for tier 1 support. If problems are tier 2, then the campus calls the vendor's toll free technical hotline to report the problem, and the vendor will then call the troubled user.

With all that said, we like the college-owned model. It can be a real money-maker (I want my MTV) and you control the content (you can't have your MTV!). Content control makes CATV provision especially attractive to schools whose mission statements tie to religious beliefs. We have been involved in projects where the cable TV service funded the installation of new PBXs, data networks, and cabling. In times of tight capital, having your customers gleefully fund other technology initiatives is both creative and strategically sound.

Ron Walczak, RCDD is the Principal consultant and owner of Walczak Technology Consultants, Inc. Ron is a regular presenter at the ACUTA annual conference and will be speaking about changes in the cabling standards this year in Reno.

Scott Bruckel, Eastern Sales Director for Campus TeleVideo, assisted in the writing of this article. Campus TeleVideo is a long-time ACUTA Member that provides integrated video and data services.

Kellie Bowman with questions at 859/278-3338, ext. 22 or e-mail kbowman@acuta.org.

Oops! We Goofed!

For the final installment of the series on disaster planning contributed by Geoff Tritsch and Bob Kuhns of Compass Consulting International Inc., we inadvertently omitted the concluding paragraphs. We apologize to Geoff and Bob and to our readers, and direct you to the ACUTA Web site for the complete version. On the ACUTA home page at www.acuta.org, click on ACUTA News-April 2002 under What's New.

ACUTA Members Get Discount on *Voice Report*

The Telecom Manager's Voice Report focuses on the challenges of telecom managers by speaking every week with dozens of your peers to gain terrific tips and ideas. In 24 strategy-packed issues each year, you get comprehensive news and guidance on how to get the best rates, services, and equipment for your shop, plus *Voice Report's* annual salary and PBX surveys.

The discounted price of *Voice Report* for ACUTA members is \$298 for a one-year subscription (24 issues). That's \$100 off the regular price! And you can try *Voice Report* without risk. If you are ever dissatisfied, the publisher will refund your entire subscription price—no questions asked.

To start your subscription, call 1-888-287-2223 and ask for your \$100 ACUTA discount. Please refer to discount code T4102003 DE9265 when placing your call. Current subscribers also are eligible by extending your current subscription at this discounted price.



Jeri Semer, CAE
Executive Director

From ACUTA Headquarters

Federal Trade Commission Considers Telemarketing Issues

We generally think of the Federal Communications Commission (FCC) and state Public Utility/Public Service Commissions when thinking of regulatory agencies that govern telecommunications, but there are other Federal agencies that have a direct impact on telecom issues affecting ACUTA members.

The Federal Trade Commission (FTC) has jurisdiction over issues such as telemarketing, "pay per call" services (including "900" number calls), and unauthorized charges including non-common carrier charges that appear on telephone bills (entertainment services, club memberships such as psychic clubs, personal clubs, or travel clubs; and telecommunications products or service programs, such as voice mail, paging, and calling cards.)

Jurisdictional confusion can arise because the FTC does not have regulatory authority over common carriers. So, for example, although they regulate telemarketing, they don't have any authority to regulate telemarketing by your LEC or IXC. That authority falls with the FCC. (There is some sentiment by lawmakers that the FTC

should be given this authority, but this would require a change in Federal law.)

However, the FTC does perform valuable consumer protection functions for telecom consumers, and ACUTA monitors and participates in efforts to strengthen FTC rules when appropriate. For example, ACUTA has submitted comments and participated in an FTC workshop in Washington, designed to make recommendations to combat unauthorized charges. The FTC is expected to act on these proposals some time this year.

Most recently, the FTC opened a proceeding to study the creation of a national "do not call" registry. This registry would allow consumers to place their telephone numbers on a "do not call" list for telemarketers. ACUTA's comments to the FTC on this matter urged the agency to expand the scope of the registry to include telephone numbers for campus housing, even if these numbers are considered "business lines". ACUTA's comments are available on the Web at <http://www.acuta.org/relation/downloadfile.cfm?docnum=593>. The FTC's background information on the proceeding is at <http://www.ftc.gov/bcp/rulemaking/tsr/tsr-review.htm>.

Another telecommunications agency that has an impact on telecommunications is the National Telecommunications and Information Administration (NTIA). The NTIA is an agency of the Department of Commerce, and is responsible for domestic and international telecommunications and information policy issues. The NTIA manages the use of spectrum by the Federal government, and is therefore a key stakeholder in spectrum allocation issues. It also provides grants for information infrastructure development and performs telecommunications research and engineering. While the NTIA's day-to-day impact on higher education telecom and IT operations is more indirect than the FCC or FTC, it is an important agency, and ACUTA monitors its actions so that we can inform members of key issues.

If you have questions regarding U.S. Federal policy on telecommunications and IT issues, ACUTA is available to assist. Feel free to contact me at (859) 278-3338, ext. 25, or jsemer@acuta.org.

Jeri Semer

Institutional Members

Central Connecticut State Univ., New Britain, CT. Laurie Napierski, 860/225-6599. T4 www.ccsu.edu
Houghton College, Houghton, NY. Patti Smith, 585/567-9287. T1 www.houghton.edu
Pacific University, Forest Grove, OR. Ted Krupicka, 503/352-2927. T1 www.pacificu.edu

Corporate Affiliate Members

GOLD MEMBER

FASTNET Corporation, Bethlehem, PA. Stephen Hurly, 610/266-6700 www.fast.net

Welcome
New

Members

FASTNET Corporation is a publicly held company (Nasdaq: FSS1). FASTNET offers a diverse range of Wired and Wireless Internet access, colocation, web hosting and application development, as well as Internet security. We pride ourselves on a customer-centric focus, and world-class customer care.

COPPER MEMBERS

Commonwealth Communications, Wilkes-Barre, PA. Bruce Hegel, 570/208-5224 www.commonwealthcommunications.net
The Commonwealth Telephone family of companies offer over 100 years of communications expertise. From design to engineering, installation to service and support, we offer the "Best Kept Secret" in the Northeast for voice, data, and video communications.

Communitel, Inc., Elk Grove Village, IL. Christine Ganjani, 888/795-7222 www.communitel.com
Communitel, a leader in e-commerce fulfillment, is the nation's largest stocking distributor of telephone headsets, computer headsets, and video and audio conferencing equipment. For a full line of products and services, please visit our Web site.

ITW Linx, Harwood Heights, IL. Brian Truesdale, 708/667-3494 www.itwlinx.com
ITW Linx manufactures UL Listed solid-state surge protection devices for telephone and data systems. Our products include Cat5e Building Entrance Protection, 66/110 Block Protection Devices, Five Pin Protectors, and Modular Protection for T1/ISDN applications.

Parlance Corporation, Medford, MA. Amy Murphy, 888/700-6263 www.nameconnector.com
Many colleges and universities utilize Parlance's NameConnector® Service to connect their callers quickly and accurately by speaking the name or department. The Service greets the caller, listens to the request, confirms the request, and automatically transfers the caller.

Speech Works International, Medford, MA. Tim Gallagher, 214/712-9229 www.speechworks.com
Through the power of Speech Works technologies, the human voice is all a caller needs to access instant information and conduct transactions from any landline or wireless phone. With over 100 partners, we deliver natural language speech recognition, speaker verification, and text-to-speech (TTS) to leading corporations, telecommunications providers, and educational organizations worldwide.

Associate Director of Media Research Center, Columbia Institute for Tele-Information, New York, NY

Interested persons should send a resume and cover letter to: Kenneth Carter, CITI, Columbia Business School, 3022 Broadway, Uris Hall, Suite 1A, New York, NY 10027. Fax: 212/854-1471; e-mail: krc17@columbia.edu. No phone calls please.

For complete descriptions of listings, we encourage you to access the ACUTA Web site at www.acuta.org. If you do not have Internet access, call Pat Scott, Communications Manager, 859/278-3338 x21 for more details.

Thirty years ago when Luther Robb mailed out the first ACUTA newsletter, he couldn't have envisioned a day when information would be sent to thousands of people simultaneously and instantaneously. But we are there. And as we prepare to convert the printed-and-mailed newsletter to an electronic publication, we are made aware of how technology has changed many aspects of our life, including the way we disseminate information.

We have some very good reasons for this decision: timeliness, efficiency, and costs, to name a few. Broadcast e-mails now deliver

important information immediately, and the listserve adds interactiveness for those who post questions and get instant answers. Both of these were functions of the printed newsletter in the past, but e-mail allows us to do both better. It is logical to take advantage of what is now familiar technology.

As I see it, my challenge is to understand the changing role of the newsletter and to make it even more useful to you than it has been. When you receive the June E-News, you will be able to choose whether you want to read it in the body of the e-mail or print out a formatted copy. You can forward your e-mail

to others on your campus, or share your printed copy with colleagues. If you need a copy faxed or mailed to you for any reason, we will be happy to accommodate that request. The newsletter is also archived on the ACUTA Web site, so back issues are available anytime—and they are also searchable, by the way.

Check out the June issue in a few weeks, and if you have any suggestions or comments, please let me hear from you. As the editor, I want the newsletter to be useful and valuable to you, and I welcome your input at any time. pscott@acuta.org.

Positions Available

Editor's Note

